

Table of Contents:

A. WRITTEN POLICIES AND PROCEDURES Page 3

This section includes items requiring policy, procedure and training documents.

B. STAFF RECORDS AND POLICIES Page 5

This section includes items requiring staff training or orientation documents, as well as a number of written policies directed to staff members.

C. OPERATIONAL FORMS / PAPERWORK Page 7

This section includes items requiring operational forms, checklists or other paperwork (e.g., washroom check logs, lost and found logs).

D. PHYSICAL VERIFICATION Page 9

This section consists of items requiring physical verification, including examining the condition of fire exits, verifying posters, signage, the Maximum Occupant Load card and the liquor licence.

REVISED JUNE 2013

Using this document:

The Criteria Checklist will help you plan and prepare for the assessment visit. Being prepared will help the assessment visit go quickly and smoothly. The BBN Criteria covers such topics as: fire safety, staff training, internal policy, customer management, security, first aid, responsible service and transportation.

Every licensed establishment will be evaluated using the same criteria based on industry best practices, the Alberta Gaming and Liquor Commission (AGLC) Licensee Handbook (LH), the *Gaming and Liquor Act* (GLA) and the Gaming and Liquor Regulations (GLR), and focus on safe and sound management.

If you require additional information or guidance regarding the criteria, refer to the Criteria Explanation booklet.

All **Essential** criteria must be met to achieve accreditation. Meeting **Desired** and **Bonus** criteria will make your establishment eligible for an award.

Important note about written policy

There are many BBN Criteria items, which require “written policy”. This means the policy is written and some mechanism is in place to ensure all affected staff have read it or been exposed to it (signed declaration, initialed manuals, initialed checklists, etc.).

Written policy can be formalized in a policy manual, written into a training or orientation manual, included in staff job descriptions, posted in a staff area in the form of a memo, sent to all staff in an email or delivered to all staff in a memo included with paycheque or paystubs.

If staff don’t know your policies, the policies will have little value.

Assessors will need to verify policies and procedures. To speed up the assessment process (and to ensure you haven’t missed anything) it is recommended to highlight or mark relevant policies ahead of time for quick reference.

CRITERIA CHECKLIST

Use this list to review BBN Criteria and confirm if you are ready for the Assessor visit. Details on each criterion can be found in the Criteria Explanation booklet.

A. WRITTEN POLICIES AND PROCEDURES		E,D,B	Y/N
A1	Have a written glass collection policy (i.e., that bottles and glassware are removed from tables frequently and broken glass is cleaned up promptly).	ESSENTIAL	
A2	Have a written policy that staff are to monitor departing patrons to ensure that alcohol containers (bottles or glassware – full or empty) are not removed from the premises.	ESSENTIAL	
A3	Have a written policy regarding weapons found on the premises or removed from patrons.	ESSENTIAL	
A4	Have a written policy on when police are to be called. The policy must include (at minimum) instructions to call police in the following situations: <ul style="list-style-type: none"> • a patron is found using or selling illegal drugs • assault • if illegal drugs are found or seized on the premises 	ESSENTIAL	
A5	Have a written procedure for premises evacuation in the event of emergency (fire, power loss, etc.). The policy must include (at minimum): <ul style="list-style-type: none"> • identification of a ‘muster point’ or meeting area 	ESSENTIAL	
A6	Have a written policy and procedure for managing patron smoking areas. The policy must cover (at minimum) the following items: <ul style="list-style-type: none"> • designating who is responsible for monitoring the smoking area • ensuring the smoking area is clean and tidy 	ESSENTIAL	
A7	Have a written policy on prevention of illegal drug sales and use on the premises.	ESSENTIAL	
A8	Have a written policy and procedure for managing lineups at entrance(s) to premises.	ESSENTIAL	
A9	Have a written policy requiring staff to call or secure a taxi for a customer, upon their request.	ESSENTIAL	
A10	Have a written policy requiring staff to request proof of age from all patrons who <u>appear</u> to be under the age of 25 (when minors are prohibited from the establishment).	ESSENTIAL	
A11	Have a written and posted policy for handling or cleaning up bodily fluids (e.g., vomit, blood, etc.) that includes “universal precautions.”	ESSENTIAL	
A12	Have a policy requiring staff (e.g., management or Door Security) to fill out incident reports if and when the following circumstances occur (one point for each): <ul style="list-style-type: none"> • patron is evicted or refuses to leave • minor in premises or refused entry • patron refuses safe transportation • fight/ assault / disturbance • police are called 	DESIRED	

A13	Have a written policy on searching patrons.	DESIRED	
A14	Have a written policy in place to make staff aware of and prevent the use of “date rape” drugs.	DESIRED	
A15	Have a policy in effect for “soft closing” (i.e., lights gradually “go up” and music /entertainment ceases at last call).	DESIRED	
A16	Have a written noise policy.	DESIRED	
A17	Have a written dispersal policy.	DESIRED	
A18	Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages to pregnant women.	DESIRED	
A19	Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.	DESIRED	
A20	Have a written policy directing front-of-house staff (and Door Security, when applicable) to monitor patron intoxication levels and intervene when necessary (e.g., slow down or cease liquor service, find safe transportation, etc.).	DESIRED	
A21	Have a written policy requiring bar staff to “burn the well” (melt the ice well with hot water and inspect for glass shards) when glass is broken in or near the ice well.	DESIRED	
A22	Have a written policy ensuring any working bar area (with cash trays or tills) is not left unattended when patrons are in the premises.	DESIRED	
A23	Have a written procedure for staff to follow in the event of a violent incident or assault. The procedure must include (at minimum): <ul style="list-style-type: none"> • instructions to remove patrons and staff from the area (during and after the incident) • requirement to call appropriate authority (i.e., fire, police, ambulance) 	DESIRED	
A24	Clear written procedures are in place for determination and preservation of crime scene and witness details until police arrive.	BONUS	
A25	Have a written policy requiring surveillance camera images and data from cameras be provided to a Police Officer immediately upon demand in order to assist in an investigation.	BONUS	
A26	Have a written policy and procedure regarding the use of metal detectors, wands or pat-downs at the entrances of the premises.	BONUS	
A27	Have a written and/or posted maximum drink policy that begins before 1:00 a.m. and/or limits patrons to one standard serving of alcohol when the maximum drink policy is in effect (i.e., exceeds the AGLC policy requirement).	BONUS	

B. STAFF RECORDS AND POLICIES		E,D,B	Y/N
B1	Provide written evidence that all staff have read and acknowledged and/or have been provided copies of the premises' policies and procedures.	ESSENTIAL	
B2	Maintain a log on-site of all staff commencement dates, ProServe and ProTect certification dates and expiry dates.	ESSENTIAL	
B3	Copies of all staff ProServe and ProTect certificates / cards are maintained on site (originals are the property of the staff member).	ESSENTIAL	
B4	All staff required to complete ProServe Liquor Staff Training are certified as per AGLC policy (staff training is up-to-date).	ESSENTIAL	
B5	All staff required to complete ProTect Security Staff Training (e.g., door/security staff) are certified as per AGLC policy (staff training is up-to-date.)	ESSENTIAL	
B6	Staff are easily identified – uniforms, distinctive clothing or badges, etc.	ESSENTIAL	
B7	Staff are trained and aware of acceptable forms of identification as per the AGLC Licensee Handbook.	ESSENTIAL	
B8	Have a written zero tolerance policy for employees serving liquor to minors.	ESSENTIAL	
B9	Have a written zero tolerance policy stating no staff consumption of liquor while on duty.	ESSENTIAL	
B10	Have a written zero tolerance policy regarding the use, possession or sale of illegal drugs by staff.	ESSENTIAL	
B11	Have a minimum of two (2) staff members who have a valid first aid certificate.	ESSENTIAL	
B12	Have a minimum of two (2) staff members who have valid CPR training.	ESSENTIAL	
B13	Provide documented evidence of staff receiving training in fire safety procedures; including use of fire extinguishers and other emergency equipment (e.g., escape ladders, fire exits, alarms, etc.).	ESSENTIAL	
B14	Have at least one front-of-house staff member with a current and approved Food Safety Course certificate.	DESIRED	
B15	Selected staff (e.g., security and/or management) are subject to a security clearance check as a condition of employment.	DESIRED	
B16	Provide written evidence (e.g., training documents, memos, in-house posters) of efforts to inform staff about Best Bar None accreditation. NOTE: This item is only applicable to currently accredited bars seeking re-accreditation.	DESIRED	
B17	Staff directly involved in the sale and service of liquor (i.e., bartenders and servers) sign "Liquor Liability" forms, in which the staff members agree to abide by principles of responsible liquor service.	BONUS	
B18	Have a written "Respectful Workplace Policy" that covers (at minimum) the following items: <ul style="list-style-type: none"> • zero tolerance for sexual harassment or harassment of staff and patrons • treating others equitably and fairly 	BONUS	
B19	Have a policy whereby only ProTect certified applicants will be considered for employment in security positions.	BONUS	

B20	Exceed AGLC policy requirements by having ProTect certified staff who are not required by policy to complete the training (e.g., servers, bartenders, etc.).	BONUS	
B21	Regular (monthly at minimum) staff meeting minutes or agendas are maintained, which reflect discussion on security and patron management.	BONUS	
B22	Have formal staff performance reviews on a regular basis with results documented.	BONUS	
B23	Conduct and document quarterly mock evacuation training exercises with staff.	BONUS	
B24	Meet the following first aid training minimum requirements based on Occupant Load: 0-149 persons: Three (3) staff with valid training 150-244 persons: Four (4) staff with valid training 245-350 persons: Six (6) staff with valid training 351 persons or higher: Eight (8) staff with valid training	BONUS	
B25	Meet the following CPR training minimum requirements based on Occupant Load: 0-149 persons: Three (3) staff with valid training 150-244 persons: Four (4) staff with valid training 245-350 persons: Six (6) staff with valid training 351 persons or higher: Eight (8) staff with valid training	BONUS	

C. OPERATIONAL FORMS / PAPERWORK		E,D,B	Y/N
C1	Provide evidence of a washroom attendant or documented washroom checks.	ESSENTIAL	
C2	Have a documented lost and found property system.	ESSENTIAL	
C3	Provide evidence of a written injury / accident recording system (i.e., injured person's name, injury circumstance, first aid provided, staff name, others involved, date).	ESSENTIAL	
C4	Have a written incident reporting system that is kept up to date.	ESSENTIAL	
C5	Manually record (name, age and photo only – in compliance with legislation) a list of persons ejected / barred which staff can readily access.	DESIRED	
C6	Undertake a full interior and exterior premises check prior to opening and following closing (dated and initialed checklist).	DESIRED	
C7	Designated staff (e.g., Door Security staff, managers, supervisors) accurately count the number of patrons in premises using mechanical counting devices.	DESIRED	
C8	Have evidence of notification to police / other agencies (municipality, AGLC, Fire, etc.) of major special events (e.g., tent events, sport playoffs, Canada Day, etc.) or other areas of concern (crime in neighbourhood, noise issues, policy/bylaw questions).	DESIRED	
C9	Is involved in a suitable community initiative and conducts community events to benefit others (e.g., charity fundraisers, team sponsor, etc.). Fundraisers, charitable donations and sponsorships within the 12 months prior to the assessment date are considered.	DESIRED	
C10	Provide evidence of efforts to promote BBN accreditation status to patrons and/or the public. This may include such things as featuring the BBN brand on websites, event posters, menus, in social media or other promotional efforts. NOTE: This item is only applicable to currently accredited bars seeking re-accreditation.	DESIRED	
C11	Current and valid liability insurance in place.	BONUS	
C12	Crime Prevention Through Environmental Design (CPTED) audit completed within the past three (3) years and a copy of the report is available for management / supervisors to review.	BONUS	
C13	Identified Crime Prevention Through Environmental Design (CPTED) deficiencies addressed after the CPTED audit.	BONUS	
C14	Patron counts recorded in a log on a regular basis throughout the evening.	BONUS	
C15	Pre-shift meetings (individual or group) held with front-of-house staff. Some tracking method of pre-shift meetings (i.e., manager checklist, sign-off sheet) is used to verify meetings.	BONUS	
C16	Documented record of consultations or communications with neighbours (business and/or residential) to ensure a 'good neighbour policy' (e.g., notification of special events, parking concerns, noise issues, litter, etc.).	BONUS	

C17	Undertakes risk assessments to ensure business operations (e.g., special events, drink specials, entertainment, promotions, etc.) are run responsibly and safely. Documents (meeting minutes, emails) of risk assessments are provided.	BONUS	
C18	Is a member of a recognized industry partnership / crime prevention group / association (e.g., Barwatch, Pubwatch, Neighbourhood Watch, etc.) or a suitable community initiative or association (e.g., Better Business Bureau, Chamber of Commerce, Community League, etc.).	BONUS	

D. PHYSICAL VERIFICATION		E,D,B	Y/N
D1	Maximum Occupant Load card posted.	ESSENTIAL	
D2	Current liquor licence is posted.	ESSENTIAL	
D3	Have signage posted at premises entrance stating “Minors Prohibited”.	ESSENTIAL	
D4	Have cigarette disposal container(s) in designated smoking area(s).	ESSENTIAL	
D5	Have garbage cans near premises entrances and exits which are emptied when full.	ESSENTIAL	
D6	Have emergency telephone numbers and the premises address posted by all premises telephones. If there is no land line, the emergency phone list is posted behind the bar for reference.	ESSENTIAL	
D7	At least one working flashlight is available and accessible to staff and is stored out of customers’ reach.	ESSENTIAL	
D8	Clocks in premises are clearly visible to staff and patrons and all are set to the correct time.	ESSENTIAL	
D9	A list of staff who have valid and current first aid training is posted and visible for all staff to see.	ESSENTIAL	
D10	Have at least one appropriately stocked first aid kit within the venue. (Must include vinyl / latex gloves).	ESSENTIAL	
D11	AGLC Licensee Handbook is on site and available to all staff.	ESSENTIAL	
D12	Broken glass is stored separately from regular garbage and away from patron areas.	ESSENTIAL	
D13	Fire exits are free from obstruction and well lit at all times.	ESSENTIAL	
D14	Have a fire protection / warning system in place (if required by law).	ESSENTIAL	
D15	Provide evidence of fire equipment being inspected / serviced annually or as required.	ESSENTIAL	
D16	Support a transportation program such as Designated Driver, #TAXI, “My Safe Ride Home” etc. with applicable signage posted in patron areas as well as near public telephones.	ESSENTIAL	
D17	Clear litter from the area surrounding the premises on a daily basis (e.g., flyers, plastics, glass, empty bottles, condoms, drug paraphernalia, etc.).	ESSENTIAL	
D18	Use wet floor sign(s) to help prevent slips and falls. Staff is available for immediate cleanup of spills.	ESSENTIAL	
D19	Empty bottles are stored behind the bar or away from patron areas.	ESSENTIAL	
D20	All bar glass washers are fully equipped and in working order.	ESSENTIAL	
D21	Signage is posted within the premises, identifying behavioural expectations for patrons.	DESIRED	

D22	Have a security surveillance / camera system in operation, recording the interior of the premises.	DESIRED	
D23	Have a security surveillance / camera system in operation, recording the exterior / parking area of the premises.	DESIRED	
D24	At least two (2) of the following posters are posted in the premises: "Under 25", "Responsible Gaming" (where VLT's are present), #TAXI, "It's The Law and My Job", a poster of FASD / harms of drinking liquor while pregnant (e.g., "Pregnancy and Alcohol: Not Worth the Chance").	DESIRED	
D25	Hot and cold food available beyond 11 p.m.	DESIRED	
D26	Provide a designated first aid room / quiet area to assist injured or ill persons.	DESIRED	
D27	Have evidence of efforts to "record, report, remove" graffiti and repair defacement on exterior of building and property.	DESIRED	
D28	Have evidence of efforts to remove and repair defacement on interior of premises (includes washrooms).	DESIRED	
D29	Acrylic or plastic glasses are used in place of some glassware. Glass bottles are permitted.	DESIRED	
D30	Have a designated drop off and pick up (i.e., no parking) area.	DESIRED	
D31	Have a working hand-wash station (sink, soap dispenser and paper towels) at every working bar.	DESIRED	
D32	Interior surveillance cameras record images and data is stored and readily accessible for at least 15 days.	BONUS	
D33	Exterior surveillance cameras record images and data is stored and readily accessible for at least 15 days.	BONUS	
D34	A floor plan of the establishment, with identified emergency exits, evacuation route(s) and muster point is posted prominently in a public area, in view of patrons.	BONUS	
D35	A copy (hard copy or electronic) of the Alberta Occupational Health and Safety Code is on site.	BONUS	
D36	Use a scanning system that records name, age and photo (in compliance with legislation) of patrons as they enter.	BONUS	
D37	Hot and cold food service is available during all hours of liquor service.	BONUS	
D38	Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages to pregnant women.	BONUS	
D39	Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.	BONUS	
D40	Have an automated external defibrillator (AED) on premises and at least two (2) managers with valid training in its use.	BONUS	

D41	Building and contents are in good order at all times in order to ensure patron and staff safety (e.g., stairs and handrails, flooring, lights, etc.).	BONUS	
D42	Have partitions installed between all urinals in men's washroom.	BONUS	
D43	All beverages are served in plastic / acrylic containers (no glass is served, including bottles).	BONUS	
D44	Special Bonus if there have been NO AGLC disciplinary actions (includes warnings) in the 24 months prior to the BBN assessor visit date.	BONUS	

